

THE OFFICE OF REGULATORY STAFF
DIRECT TESTIMONY
OF
PERRY MANCILL



DOCKET NO. 2006-328-C

**Petition of the Office of Regulatory Staff to
Require ConnectNow! Telecomm, LLC to Issue
Refunds**

February 23, 2007

TESTIMONY OF PERRY MANCILL FOR

THE OFFICE OF REGULATORY STAFF

DOCKET NO. 2006-328-C

**IN RE: PETITION OF OFFICE OF REGULATORY STAFF TO REQUIRE
CONNECTNOW! TELECOM LLC TO ISSUE REFUNDS**

Q. PLEASE STATE YOUR NAME, OCCUPATION AND BUSINESS ADDRESS.

A. My name is Perry Mancill. I own and manage a business, 76 Pawn and Gold, in Timmonsville, South Carolina. My business address is 101 East Smith Street, Timmonsville, SC 29161.

**Q. DID YOU PURCHASE TELECOMMUNICATIONS SERVICE FROM
CONNECTNOW?**

A. No. I was an agent for ConnectNow! Telecom LLC ("ConnectNow"). Consumers purchased ConnectNow service through my store and ConnectNow would draft my bank account each week.

**Q: WHAT IS THE PURPOSE OF YOUR TESTIMONY IN THIS
PROCEEDING?**

A. The purpose of my testimony is to inform the Commission of the amount of refund ConnectNow owes to me and my customers.

1 **Q. WHAT IS THE AMOUNT OF REFUND YOU ARE OWED?**

2 A. Approximately \$4,389.00. ConnectNow drafted this amount from my bank account,
3 but service was disconnected on October 10, 2006. ConnectNow charged me for
4 service not delivered.

5

6 **Q. DID YOU CONTACT CONNECTNOW AND REQUEST A REFUND?**

7 A. I have not been able to reach Mr. Carter, President of ConnectNow, or any of his
8 staff for some time. I have requested that the money be returned but have not
9 received any refund.

10

11 **Q: DO YOU HAVE ANY OTHER COMPLAINTS REGARDING**
12 **CONNECTNOW?**

13 A. Yes. Months after service was terminated, ConnectNow continued to attempt to
14 draft my account. I informed ConnectNow in October of 2006 that ConnectNow
15 no longer had my permission to draft my bank account. I had to put a freeze on
16 my bank account to prevent any further withdrawals and this continues to be a
17 concern.

18

19 **Q. DOES THIS CONCLUDE YOUR TESTIMONY?**

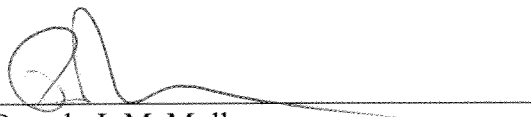
20 A. Yes it does.

BEFORE
THE PUBLIC SERVICE COMMISSION OF
SOUTH CAROLINA
DOCKET NO. 2006-328-C

Office of Regulatory Staff)	
Petitioner)	
v.)	Certificate of Service
)	
ConnectNow! Telecom, LLC)	
Respondent)	

This is to certify that I, Pamela J. McMullan an employee with the Office of Regulatory Staff, have this date served one (1) copy of the **Direct Testimony and Exhibits of James M. McDaniel, Bonnie Tharpe and Perry Mancill** in the above-referenced matter to the person(s) named below by causing said copy to be deposited in the United States Postal Service, and addressed as shown below:

Andrico Carter
ConnectNow! Telecomm, LLC
3800 Fernandina Road
Suite 150
Columbia, SC 29210


Pamela J. McMullan

February 23, 2007
Columbia, South Carolina